



## **Warranty Policy**

This Warranty Policy applies to all products supplied by Queensland Office Industries Pty Ltd and New South Wales Office Industries Pty Ltd trading as PCF Australia (collectively referred to as “we”, “us”, or “our”). Our products are supplied for commercial use and warranty coverage is provided in accordance with the Australian Consumer Law.

Many of our products carry formal compliance to Australian Standards. Where compliance does not exist, the product is manufactured to industry accepted standards. Warranty coverage still applies as required by law.

### **1. Warranty Coverage**

We warrant that our products will be free from defects in materials and workmanship for the applicable warranty period. Warranty periods vary between product ranges and between internally manufactured and third party sourced items.

This warranty applies only when products are used under normal commercial conditions and are installed, handled, and maintained correctly.

This warranty is provided in addition to any rights you may have under the Australian Consumer Law.

### **2. Original Purchaser Requirement**

Warranty claims will only be accepted from the original purchaser who bought the goods directly from:

- Queensland Office Industries Pty Ltd, or
- New South Wales Office Industries Pty Ltd.

We do not accept warranty claims from subsequent owners or third parties.

#### *Dealer Purchases*

Where products are sold to a dealer for resale, the dealer must submit the warranty claim on behalf of their client. All claims must include the dealer’s proof of purchase from us.

### **3. Third Party Sourced Products**

Some items may be sourced from third party suppliers or manufacturers. In these cases:

- The warranty terms of the third party may apply.
- Resolution timeframes and remedies may be controlled by that supplier.
- We will facilitate the claim on your behalf, but all outcomes are subject to the third party’s warranty conditions.

These products remain covered under the Australian Consumer Law.

#### **4. How to Submit a Warranty Claim**

To ensure an efficient assessment, all warranty claims must be submitted with complete supporting documentation.

Submit claims to:

- Queensland purchases: [qldsales@pcfaustralia.com.au](mailto:qldsales@pcfaustralia.com.au)
- New South Wales purchases: [nswsales@pcfaustralia.com.au](mailto:nswsales@pcfaustralia.com.au)

Please include “Warranty Claim – [Invoice Number]” in the email subject line.

#### **Required Information**

1. Proof of Purchase
  - Original invoice issued by Queensland Office Industries Pty Ltd or New South Wales Office Industries Pty Ltd
  - Purchase date
  - Product codes and quantities
  - For dealer claims, proof of purchase from us
2. Clear Evidence of the Issue
  - Photographs showing the defect from different angles
  - Videos demonstrating movement or mechanical issues
  - Description of the issue, including when it was first identified
  - Serial numbers or labels if relevant
3. Site Information
  - Installation or delivery address
  - Contact person for site access
  - Details of any relocation since delivery
4. Additional Information when relevant
  - Maintenance or cleaning history
  - Details of any previous repairs
  - Confirmation that the product has not been altered

Incomplete submissions may delay assessment.

#### **5. Return of Goods for Assessment**

Some products may need to be returned to us for inspection.

#### **Purchaser Responsibility to Return Goods**

Unless required otherwise under the Australian Consumer Law:

- The purchaser is responsible for returning the goods to the supplying company at their own cost.
- Items must be securely packaged to prevent transit damage.
- We are not liable for damage caused due to poor packaging or freight handling.

### When Return Freight Is Reimbursed

If the warranty claim is accepted as a valid manufacturing defect:

- We will reimburse reasonable return freight costs if required by law, and
- Replacement or repaired goods will be shipped back to the purchaser at no charge.

### If the Claim Is Not Approved

If the assessment determines that the issue is not a manufacturing defect:

- Return freight costs will not be reimbursed, and
- Any costs to resend the item to the purchaser will be invoiced.

### Large, Bulky or Installed Items

Where an item cannot reasonably be returned due to weight, size, or installation:

- We may arrange a technician to attend the site.
- If the claim is not accepted, travel, call out, and labour charges may be invoiced.

## **6. Freight Charges for Warranty Claims**

Freight charges will be managed in accordance with the Australian Consumer Law.

### Approved Claims

When a warranty claim is accepted:

- Repairs or replacements are supplied at no cost, and
- Standard outbound freight is covered by us.

### Unapproved Claims

Where the claim is not approved:

- All freight associated with returning or resending goods will be charged to the purchaser.
- Inspection, call out, and labour charges may also apply.

### Regional and Remote Locations

Additional freight, travel, or accommodation costs may apply for remote areas. These costs will be covered by us only where required under the Australian Consumer Law.

## **7. Warranty Exclusions**

This warranty does not cover:

- Normal commercial wear and tear
- Misuse, abuse, or improper installation
- Damage during relocation, transport, or storage after delivery

- Incorrect cleaning products or poor maintenance
- Alterations, modifications, or unauthorised repairs
- Environmental exposure such as moisture, humidity, or outdoor conditions
- Fabric fading, pilling, or texture variation within manufacturer tolerances
- Damage caused by impact or negligence and misuse
- Claims without proof of purchase
- Claims where evidence is insufficient or unclear

Warranty may also be void if the claimant is not the original purchaser.

## **8. Assessment Process**

Once a claim is received with all required information:

1. The claim is reviewed by our warranty team.
2. Inspection may be requested if required.
3. A determination will be issued in writing.

If approved, remedies may include repair, replacement, or refund, consistent with the Australian Consumer Law. For third party products, remedies may be dictated by the supplier's warranty terms.

## **9. Limitation of Liability**

Our liability is limited to the extent permitted by the Australian Consumer Law. We are not responsible for consequential or indirect loss arising from the use or failure of our products.

## **10. Contact**

For all warranty claims and inquiries:

- Queensland: [qldsales@pcfaustralia.com.au](mailto:qldsales@pcfaustralia.com.au)
- New South Wales: [nswsales@pcfaustralia.com.au](mailto:nswsales@pcfaustralia.com.au)

## **11. Defects and Commercial Tolerances**

PCF products are manufactured for commercial environments, where performance, durability, and consistency across volume production are prioritised over cosmetic perfection.

All products are assessed against industry accepted manufacturing tolerances, not domestic or decorative standards

### *11.1 What Is Considered a Defect*

A product will be considered defective where there is a clear fault in materials or workmanship that results in one or more of the following:

Functional Failure

- Product cannot perform its intended use
- Mechanical components fail under normal use
- Moving parts do not operate as designed

## Structural Issues

- Instability, excessive movement, or imbalance
- Failure of joints, welds, fixings, or connections
- Components separating, cracking, or breaking

## Safety Risks

- Sharp edges, exposed fixings, or unsafe finishes
- Risk of injury under normal use conditions

## Major Manufacturing Faults

- Significant visible defects when viewed under normal conditions
- Incorrect product supplied that does not match specification
- Finish failure such as peeling, flaking, or corrosion beyond normal wear

### *11.2 What Is Not Considered a Defect*

The following are explicitly excluded and do not constitute a warranty defect:

#### A. Cosmetic Imperfections Within Tolerance

- Minor marks, scratches, or blemishes that do not affect function
- Slight inconsistencies in finish, sheen, or texture
- Small surface irregularities typical of batch production

These are considered acceptable in commercial furniture manufacturing.

#### B. Visibility and Viewing Conditions

Products are assessed based on normal use conditions, not close inspection.

A defect must be:

- Clearly visible from a distance of approximately 1 metre, and
- Viewed from a normal standing or seated position, and
- Under standard indoor lighting conditions

The following are not considered defects:

- Issues only visible within close proximity (for example within 300mm)
- Issues identified using hands-on inspection, touch, or unusual angles
- Issues visible only when viewed underneath, behind, or inside the product

#### C. Non-Visible and Secondary Surfaces

The following areas are not considered primary visual surfaces:

- Undersides of desks, tables, and worktops
- Internal faces of frames or cabinetry

- Rear faces against walls
- Hidden brackets, fixings, and internal components

Variations or imperfections in these areas are not considered defects.

#### D. Powder Coat and Painted Finishes

Due to the nature of powder coating and metal fabrication:

Acceptable variations include:

- Minor inclusions or dust particles
- Orange peel or slight texture variation
- Light variation in gloss or finish across components
- Reduced finish consistency on edges, welds, and internal faces

The following are not defects unless severe and visible at 1 metre:

- Minor chips or marks in non-visible areas
- Slight unevenness in coating thickness
- Touch-up marks within acceptable limits

#### E. Timber, Melamine, and Laminated Surfaces

The following are considered natural or manufacturing characteristics:

- Variation in grain, tone, and pattern
- Slight edging differences or joins
- Minor surface texture variation

The following are not defects:

- Colour variation between panels or batches
- Minor edging inconsistencies not visible at 1 metre
- Join lines or substrate characteristics within tolerance

#### F. Upholstery and Fabric

Acceptable characteristics include:

- Minor creasing or softening with use
- Slight variation in fabric tension
- Stitching variation within manufacturing tolerance
- Fabric batch colour variation

The following are not defects:

- Pilling or wear from normal use
- Stretching or compression over time
- Minor alignment differences

## G. Alignment and Assembly Tolerances

Due to manufacturing and installation variables:

The following are acceptable:

- Minor misalignment between components
- Small level variations due to floor conditions
- Tolerances in joins, gaps, or spacing

These are not defects unless they impact function or safety.

## H. Damage After Delivery

The following are not covered under warranty:

- Damage during relocation or reinstallation
- Damage caused by other trades or site conditions
- Impact damage, scratches, or misuse
- Incorrect cleaning methods or products

### *11.3 PCF Assessment Standard*

All warranty claims are assessed using the following criteria:

1. Function First  
Does the issue affect usability, safety, or structural integrity?
2. Visibility Test  
Is the issue clearly visible at 1 metre under normal conditions?
3. Location of Issue  
Is the issue on a primary visible surface?
4. Manufacturing Tolerance  
Is the issue outside what is acceptable for commercial production?
5. Cause of Issue  
Is the issue due to manufacturing, or external factors such as use, handling, or environment?

### *11.4 PCF Position*

PCF does not manufacture to decorative or residential furniture standards.

Our products are designed for high use commercial environments, where minor cosmetic variation is expected and accepted.

Warranty claims based solely on cosmetic expectations outside commercial tolerances will not be approved.